Expressing Gratitude: What It Means to Patients and Families
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Special Session

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Objectives

• Identify themes of gratitude expressed by patients and families for their nursing care.
• Discuss how to better understand what it means to patients and families to express their gratitude for their nursing care.
What am I grateful for today?
Life is a story. What does yours say?
One Family’s Story = Gratitude

Tena and Pat (and baby Riley)

Bonnie and Mark

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Diseases
Attacking the Immune System

Founded November, 1999
In memory of J. Patrick Barnes
Evidence of DAISY’s Impact
Study Objectives

1. Better understand the positive emotions and potential benefits a patient and/or family member experience when they recognize a nurse in a meaningful way.

2. Expand the existing literature by gaining insights regarding why patients and family members are motivated to recognize nurses.

3. Explore how meaningful recognition (a heartfelt thank you in the form of a DAISY Award nomination) nourishes human connections and creates positive emotions.

4. To better inform hospitals around the patient and family experience during hospitalization
Background

- Review of Literature- Patient and Family Gratitude
  - Relationship and Loyalty with Organizations
  - Sense of Closure
  - Reciprocity of Care
- Healthy Work Environments (HWE) improve nurse satisfaction, retention and patient outcomes.
- Meaningful Recognition is one of 6 components of a HWE.
  - ”A powerful form of positive feedback, meaningful recognition acknowledges how a person’s actions affect the life of another, is relevant to the recipient, and is equivalent to his or her contribution.” (Lefton, 2012)
Methods

- A retrospective review of existing DAISY Award nominations and identifying potential interviewees.
- Scripted, recorded phone interviews with patients, family members and significant others.
- IRB Approval
- Convenience sample, 8 hospital health system
  - Random sampling for interviews
  - Aggregated data; subject de-identified
- Content Analysis
Interview Questions

• Why did you want to nominate this nurse for the DAISY Award?
• What did it mean to you to nominate your nurse?
• How did it make you feel to nominate your nurse?
• How did nominating this nurse impact you?
• Did this nomination connect you to Beaumont? If so, how?
• Do you personally know a nurse as a friend or as someone in your family? If so, how are they related to you?
• Do they work at the hospital where the care was provided?
• As the Nominator – are you the patient, family member or other, such as a friend or neighbor?
• Do you have any questions for me before we end this interview?
Results- Themes

- Experiencing the Extraordinary
- Synergy of the Human Connection
- Gratitude that Transcends the Moment
“She wasn't, like, rushing 'cause she had to get to the next patient or she was just in there to do your stats and then had to get out. She was there to do her job and she smiled, and talked with you, and saw how you were doing, and if your ice was low, she went and got you ice without asking. I mean, little things like that made her stand out to me more than anybody else.”
“... I mean, it made me feel good that we could possibly do something nice for her. Because I, there's, you know, what - what can you do other than say thank you which, just didn't seem like enough. It's still so emotional for me.”
• “... I go back to Beaumont, you know, the same one, over and over and over again. Because I know I'm in good care.”

• “... the good care that I received there; that was the essential part, so I felt more that thanking the person for the care that I received was the impactful part.”
Implications for Practice

• Implementation of DAISY award recognition programs reflect positively on hospital/health system reputation and influence “would recommend” in HCAHPS scores-LOYALTY

• Nominations as Data
  – Identify nursing behaviors that improve the connection between nurse/patient/family and organization.
  – Identify patient and family centered nursing actions
  – Identify nurse competencies that may improve the patient/family experience

• Important to patients and family members to know the outcome of their nomination and be involved in the recognition when possible.
  – Links to their own healing and closure
  – Validation and recognition of the patient/family voice matters
Implications for Research

Small group discussion
Identify a group spokesperson
Identify a group note taker
5 minutes: Brainstorm on research implications based on this presentation.
Recognition Experience

Nurse Manager Reads Nomination

Patient/Family Invited

Chief Nursing Officer participates

Celebration In the Unit with Honoree’s peers

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“It may sound crazy, but having received this award has made me a better nurse. The sense of pride that I feel when people that I barely know come up to congratulate me and tell me that no one deserves it more, it brings tears to my eyes each time.”
The DAISY Award Today

• Over 3,700 healthcare facilities and schools of nursing internationally committed to honoring their nurses with The DAISY Award
  – Across the continuum of care
  – From urban teaching hospitals to small rural community facilities
  – Includes 200 schools of nursing
• Close to 125,000 nurses honored!
• Over 1,300,000 nominations written!

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To our fellow researchers

Dr. Cindy Lefton

Dr. Melissa Foreman-Lovell

And a very special

Thank you to

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THANK YOU


